



Support with
Confidence



**Brighton & Hove
City Council**

Support with Confidence – Safeguarding Protocol

The information below is to help people who wish to report any safeguarding concerns.

There is also information on how Support with Confidence responds to possible breaches of the Support with Confidence Code of Conduct.

In all instances you can contact the Support with Confidence team with any initial concerns:

01273 292494 / supportwithconfidence@brighton-hove.gov.uk

Please note that this protocol will be reviewed at the Support with Confidence project board meeting in October 2014.

Who can make a Safeguarding report?

Anyone can make a safeguarding report. Safeguarding means any issues that relate to an adult being at risk of abuse.

Abuse is where a person who is unable to protect themselves is ill treated or neglected. This may be an isolated incident or happen repeatedly over time. Abuse may be deliberate but can also be a result of poor care or ignorance.

Whether you are the employer, a Personal Assistant or a friend or relative of a vulnerable adult, you can make a safeguarding report if you think an adult is at risk of abuse.

To make a safeguarding report please contact:

Access Point 01273 295555

accesspoint@brighton-hove.gov.uk

If you suspect a crime has been committed contact:

Sussex Police **0845 60 70 999**

In an emergency contact **999**

If a Personal Assistant is reported for safeguarding issues they would be marked as not available for work on the Approved Register, pending the outcome of that investigation.



Support with
Confidence



If the outcome of the safeguarding investigation is that abuse did occur the Personal Assistant would be removed from the Approved Register.

How will we deal with alleged breaches in the code of conduct?

There may be occasions when an employer contacts Support with Confidence to advise they are unhappy with the service provided by a PA, but they do not want to make an official complaint to the Standards and Complaints team.

In this scenario, if there are no safeguarding issues involved, but the code of conduct may have been breached, the Personal Assistant concerned would be marked as not available for work on the Approved Register, while further investigation is carried out.

Further investigation would be in the form of a mentoring session with an approved provider who would discuss the nature of the issues raised.

Possible outcomes may be that no further action is taken or that the PA is supported with additional training or further mentoring.

In cases where a serious breach of the code of contact has taken place, the Personal Assistant would be removed from the Approved Register.

Non attendance at a required mentoring session would also result in removal from the Approved Register.

In all cases if a Personal Assistant is removed from the Approved Register they will be notified in writing.